to each area for receipt of payment of telephone bills sent by post.

6. Fresh thrust has been given for revolving accounts by increasing the rate of interest on voluntary deposits to 12% per annum.
7. Mobile Vans made operational for Bill Collections and distribution of various forms covering 87 localities in far flung areas.

Customer Convenience

1. Customer Service Centres have been remodelled at Bhikaji Cama Place, Nehru Place, Shakti Nagar & Khurshid Lal Bhawan.
2. Single window concept introduced in South-I & South-II Areas of MTNL, New Delhi.
3. Night Emergency Help Service introduced.
4. Generic Numbering Scheme introduced.

Special Services

1. Directory Enquiry Service 197 upgraded with a new computer and the Service has been decentralised to give better performance.
2. Automatic changed number announcement service using Interactive Voice Response System introduced in August, 1995.
3. On-line Directory Enquiry Service for Bombay, Calcutta, Madras, Bangalore & Hyderabad introduced.
4. On-line Directory Enquiry Service has been made available for those telephone users who are having a P.C. connected to PSTN through a modem with communication software.
5. STD/ISD Complaint Service (182) has been started.

Fault Repair Service

1. Fault Repair Services of all major exchanges have been computerised and in addition automatic line testing introduced at Kidwai Bhawan, Sena Bhawan, Delhi Gate, Idgah, Okhla, Karol Bagh, Rajouri Garden & Hari Nagar.
2. Voice Mail Fault Repair Service Numbering Scheme rationalised (easy to remember).

Other Steps

1. Strict norms laid down and close monitoring being done for shifting and repair of phones.
2. Licence fee for cordless phones and two line telephone as attachment has been withdrawn.
3. Licence fee for FAX has been reduced.

Complaints of Non-Delivery of Telephone Bills in Sangam Vihar

1279. SHRI JALALUDIN ANSARI: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that the Commercial Officer (South) MTNL, Nehru Place has received complaints regarding the non-delivery of Telephone Bills to the subsribers in Sangam Vihar area;

(b) if so, the details thereof and the action being taken in the matter;

(c) whether it is a fact that such subscribers are charged surcharge for delayed payments wherever they make payments obtaining duplicate bills for no fault of their; and

(d) if so, the reasons therefor and the steps taken to rectify the mistake?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VERMA): (a) Yes, Sir.

(b) 10 Complaints were received from Sangam Vihar area. Six for billing cycle 1.5.1996 and four for billing cycle 1.7.1996. During this period bills were despatched by courier service and suitable penalty has been imposed on the

couriers for these non-delivery cases with a warning to be careful in future.

(c) No, Sir.

(d) Does not arise in view of (c) above.

Indo-Bangladesh talks on Repatriation of Chakmas

1280. MAULANA OBAIDULLAH KHAN AZMI: Will the Minister of EXTERNAL AFFAIRS be pleased to state:

(a) whether any negotiations have been held recently with the Government of Bangladesh on the repatriation of Chakmas;

(b) if so, the details thereof; and

(c) the outcome of the talks?

THE MINISTER OF EXTERNAL AFFAIRS (SHRI I.K. GUJRAL): (a) to (c) Soon after Awami League formed the Government in Dhaka, the Foreign Secretary visited Bangladesh as special Envoy of the Prime Minister from July 5—7, 1996 and discussed this issue along with other matters. The Foreign Secretary was told by Bangladesh authorities that there was a strong desire in Bangladesh to resolve the issue through early repatriation of Chakma refugees. During the visit of Bangladesh Foreign Secretary to Delhi, from August 6—9, 1996 the Bangladesh side again expressed willingness to take back the remaining Chakma refugees. It was conveyed to the Bangladesh Foreign Secretary that India was keen to ensure the voluntary repatriation of the Chakma refugees as early as possible. It was also suggested that visit by the elected representatives from the Chittagong Hill Tracts region to the refugee camps would help to instil confidence in the refugees to return to their homes in safety and dignity. The matter was further discussed during the visit of External Affairs Minister to Dhaka from September 6—9, 1996. Recently, during the visit of Bangladesh Foreign Minister to India from November 8—14, 1996, the Bangladesh side conveyed that a high-powered delegation would be sent to interact with the Chakma refugees in Tripura and encourage them to return.

Misuse of Mechanical Franking Machines

1281. PROF. RAM KAPSE: Will the Minister of COMMUNICATIONS be pleased to state:

(a) whether it is a fact that some companies and establishments in private sector supplied with Mechanical Franking Machines, have misused this facility;

(b) if so, the details thereof with the names of the companies and amount of loss sustained by Government as on date; and

(c) the action taken by Government for recovery of the loss and prevention of recurrence of such incidents in future?

THE MINISTER OF COMMUNICATIONS (SHRI BENI PRASAD VERMA): (a) to (c) The information is being collected and will be laid on the Table of the House.

लंबित सिंचाई परियोजनाएं

1282. **श्री चिमनभाई हरिभाई शुक्ल**: क्या संसाधन मंत्री यह बताने की कृपा करेंगे कि:

(क) पिछले छः माह के दौरान गुजरात सहित राज्यों/संघ राज्य क्षेत्रों से प्राप्त हुए उन सिंचाई परियोजनाओं संबंधी प्रस्तावों का ब्यौरा क्या है जो केन्द्रीय सरकार की मंजूरी के लिए लंबित पड़े है;

(ख) इन परियोजनाओं की वर्तमान स्थिति क्या है; और

(ग) इन परियोजनाओं को कब तक मंजूरी दे दिए जाने की संभावना है?

जल संसाधन मंत्री (श्री जनेश्वर मिश्र): (क) तथा (ख) गत छः महीनों के दौरान केन्द्रीय जल आयोग में प्राप्त बृहद् एवं मध्यम सिंचाई